

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
Application Architect - Portal

Job Summary: Reports to the Director for Enterprise Development Solutions (Portal) within Strategic Technology Solutions, is responsible for notating and coordinating the ongoing developments of the department. This position will also directly interface with customers to ensure all needs are being met and to ensure we are building towards an enterprise solution where developments can be used across departments and branches to achieve a more cohesive user experience.

Responsibilities:

- Work closely with Stakeholders, CFG, Application Lead, Web/Mobile Lead and all departments to build integrated and/or seamless environments.
- Manage and develop effective and compelling optimized content including, but not limited to, web page copy, white papers, sales sheets, infographics and videos.
- Coordinate and complete content migration and creation for enterprise website redesign project.
- Manage deadlines, coordinate workflow and monitor progress of content efforts.
- Create and distribute information to journals, magazines, government groups and other industry related areas for ongoing communications with our fellow states on improvements and accomplishments.
- Establish closed-loop analytics to understand how our inbound activity turns our services into services our customers can understand and use.
- Support website updates, including design and coordination, as driven by the business and functional groups.
- Partner with internal and external content providers, editors, designers and developers to ensure site meets with states and customer needs, and aligns with our brand strategy and web standards.
- Evaluate website content for brand/image consistency and consistency with other marketing activities/media.
- Provide input and help formulate online strategy and approach consistent with overall state objectives.
- Market and present web/digital strategies to diverse audiences, manage multiple projects and maintain schedules.
- Create learning opportunities within the development team through training, conferences, hands-on training and mentorship in projects.
- Drive consolidation of products to utilize common underlying technology architecture and components.
- Maintain and promote effective customer service relationships with users, business owners, and agency staff to inform them of services offered or issues with Portal applications.
- Provide recommendations to users by identifying their technology challenges and offering solutions to meet their business needs.
- Oversee and make recommendations based on trends with issues from customers on functionality for Portal applications across the enterprise and statewide.
- Communicate status of responsibilities with management, peers, subordinates and customers via verbal and written mediums.

Minimum Qualifications: Bachelor's degree in an IT or Digital Media, Interaction Design, Communications, Marketing or related degree. Relevant professional information technology experience may be substituted for the required degree.

- 3-5 years marketing communication and content creation experience.
- 5+ years of experience with web team/projects.
- 2-3 years of recent experience with projects for mobile applications and mobile web sites.
- 5-7 years of experience as a user experience designer, information architect, interaction designer, or experience designer or similar role.
- Proven ability to execute on UX of complex transactional interfaces, taxonomies and metadata frameworks, and templates for content management systems.
- Proven experience creating innovative experience across web, mobile, tablet, and social channels.
- Demonstrated experience conducting user research and translating user research into design decisions.
- Demonstrated experience using web analytics data to inform design decisions.
- Demonstrated ability to develop big ideas, and execute flawlessly against them in a highly collaborative environment.
- Experience in client services and negotiating business decisions.
- High tolerance for ambiguity matched only by your desire to organize it.

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- Excellent interpersonal, written, and verbal communication skills.
- Excellent time management, organization, and prioritization skills.

Preferred Qualifications:

- Sharp eye for detail and strong understanding of user-centered design principles.
- Experience in performing competitive analysis and usability testing.
- Prior state government experience is a plus.
- Experience with a large-scale web site is a plus.

Knowledge, Skills, Abilities, Competencies:

- Customer Focus
- Priority Setting
- Organizing
- Critical Thinking
- Decision Quality
- Problem Solving
- Conflict Management
- Drive for Results

The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to EIT.Resumes@tn.gov

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.